(In crores of Rupees

Items	Years 1990-91	1991-92
1. Subsidy on fertilizers	4389.06	4799.60
2. Scheme of fertilizer subsidy to small and marginal farmers	..	385.44
3. Subsidy on Paper	5.22	..
4. Subsidy on sugar rice, wheat etc.	2450.00	2850.00

(b) and (c) There is no scheme to subsidise handloom weavers with regard to the price of yarn dyes and chemicals. The present fiscal position of government does not permit introduction of any subsidy scheme on the prices of these items. However, there are a number of existing Plan and non-Plan schemes for the development of the Handloom sector and weavers.

सांगली बैंक लिमिटेड के शेयरों में घांधली

2441. **डा० बापू कालदाते :** क्या वित्त मन्त्री यह बताने की कृपा करेंगे कि :

(क) क्या यह सच है कि सांगली बैंक लिमिटेड, सांगली के शेयरों की खरीद में कुछ घांधली हुई है ;

(ख) क्या यह भी सच है कि कलकत्ता में मित्तल ग्रुप ने इस बैंक को अपने नियंत्रण में लेने की कोशिश की है ; और

(ग) यदि हां, तो इस बैंक को मित्तल ग्रुप के नियंत्रण से मुक्त कराने और इस बैंक के शेयर-धारकों को संरक्षण प्रदान करने के लिए सरकार क्या कदम उठाने का विचार रखती है ?

वित्त मंत्रालय में राज्य मंत्री (श्री दलबीर सिंह) : (क) से (ग) भारतीय रिजर्व बैंक के अनुसार, मित्तल समूह के बारे में प्राय: यह रिपोर्ट मिलती रही हैं कि वह नियंत्रक अधिकार प्राप्त करने के प्रयोजन से सांगली बैंक लि० के अधिकांश शेयर प्राप्त करने के प्रयास कर रहा है । सांगली बैंक लि० ने भारतीय रिजर्व बैंक को सूचित किया है कि बैंक, शेयरधारकों, ग्राहकों और जनता के हितों पर विस्तार से समुचित विचार करने के बाद निदेशक बोर्ड के मित्तल समूह के पक्ष में शेयर अन्तरित करने से इंकार कर दिया है ।

Challiah Committee recommendation on rates of duty

4242. SHRI RAMSINH RATHWA: Will the Minister of FINANCE be pleased to state:

(a) whether it is a fact that Challiah Committee have recommended to do away with specific rates of excise duty and depend more on advalorem or specific cum advalorem rate of duty;

(b) whether it is a fact that in accordance with the said recommendations Government have already started effecting the changes; if so, what are the details thereof;

(c) whether Government have found these recommendations proof;

(d) if so, by when the excise duty structure in all the industries will be rationalised as above; and

(e) if not in which specific industry the Government have found the recommendations unimplementable?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI RAMESHWAR THAKUR): (a) to (e) The Challiah Committee in its interim report has mentioned that in a system of commodity taxation, ad valorem duties are preferable to specific duties and has recommended switching over to ad valorem rates in respect of a number of commodities. However, the committee has stated that for administrative considerations, some commodities like petroleum products, tobacco products and textiles, coffee, tea, marble, etc. may continue to have specific rates.

In accordance with the Chelliah Committee's recommendations as a modest beginning in the Budget 1992-93, in respect of major non-ferrous metals namely copper, lead and zinc and products thereof, uniform ad valorem levy of 10 per cent was imposed in the place of specific rates of duties. Similarly, in respect of certain iron and steel items, a uniform excise duty of 10 per cent was imposed. Being a taxation matter, it is not possible to state at this stage the extent to which the recommendations are further implementable.

Customer Service in Banks

4243. SHRI MENTAY PADMANABHAM: Will the Minister of FINANCE be pleased to state:

(a) whether Government's attention has been drawn to a news item appeared in "Financial Express" dated 1st July, 1992 captioned "Customer Service Deteriorations";

(b) if so, what is the reaction of Government to the state of affairs in banks; and

(c) what steps are being taken to increase the level of customer service?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI DALBIR SINGH): (a) Government have seen the news item captioned 'Customer Service Deteriorating' which appehared in "Financial Express" dated 1st July, 1992.

(b) and (c) The need for improving Customer Service in banks is recognised. With this objective in view, the public sector banks have taken in the last few years several measures to improve the quality of their customer service. These measures broadly comprise creation of necessary infrastructural facilities to improve the speed of service, creation of internal and external grievances redressal machinery for prompt redressal of customer grievances and increased interface between the bank executives and their customers so as to promote mutual goodwill and understanding. Evolution of time norms for rendering common services, norms for rendering common services, provision of facilitation desks for customers' guidance in bigger branches, speedier collection of cheques, provision of nomination facilities to customers on deposit accounts, provision of complaint boxes in branches and constitution of customer service committees etc are some of the specific measures taken by the banks. Implementation of the various measures by the banks is also monitored by the Government and Reserve Bank of India on a continual basis.

Income Tax Exemption for Donation toward promotion of Eye Banks

4244. SHRI KRISHAN LAL SHARMA: Will the Ministe of FINANCE be pleased to state:

(a) whether there is any proposal under Government's consideration to extend exemption under Income-Tax Act towards donation for funds promoting eye donations and eye banks; and

(b) if so what are the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI RAMESHWAR THAKUR): (a) There